



LOS ANGELES COUNTY

CONSUMER & BUSINESS AFFAIRS

August 11, 2022

Board of Supervisors

Hilda L. Solis
First District

Holly J. Mitchell
Second District

Sheila Kuehl
Third District

Janice Hahn
Fourth District

Kathryn Barger
Fifth District

To: Supervisor Holly J. Mitchell, Chair
Supervisor Hilda L. Solis
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

From: Rafael Carbajal
Director

Director

Rafael Carbajal

Chief of Staff
Joel Ayala

BI-ANNUAL PROGRESS REPORT ON IMPLEMENTATION OF A LOS ANGELES COUNTY EXPANDED EVICTION DEFENSE PROGRAM (ITEM NO. 11, AGENDA OF SEPTEMBER 10, 2019)

On September 10, 2019, the Los Angeles County Board of Supervisors (Board) directed the Department of Consumer and Business Affairs (DCBA) to report back on a bi-annual basis for the first two years of program implementation, and every year thereafter, on the progress of implementing the Los Angeles County (County) expanded eviction defense program (Stay Housed L.A. County), which was formally launched on September 15, 2020. Stay Housed L.A. County provides low-income tenants living in the County, with free, limited, and full-scope legal representation; short-term rental assistance; and other complementary services to stabilize their housing while facing potential eviction and/or homelessness due to financial hardship.

This report is the second bi-annual report for calendar year 2022 and summarizes the County's progress for the continued successful execution of the Stay Housed L.A. program to-date, including:

- Key program milestones;
- Performance metrics and data reporting;
- Leveraging of funding sources and enhancing partnerships; and
- Next steps.

KEY PROGRAM MILESTONES

Since submission of the last bi-annual progress report,¹ DCBA made several amendments to existing Stay Housed L.A. County service delivery agreements and

¹ http://file.lacounty.gov/SDSInter/bos/bc/1117635_2022-04-01_Bi-AnnualProgressRptonImplementationofaLACountyExpandedEvictionDefenseProgram_rc.pdf?_gl=1*3Ozdyb*_ga*NzYzMDExNjMwLjE2MDEzNDc0ODE.*_ga_HYDNR8V2E5*MTY1OTM2ODUyM%20C42LjEu



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executed new agreements to extend service delivery efforts until the end of the Fiscal Year 2022-23:

- 3/24/2022—executed a \$404,115 amendment to the Emergency Eviction Prevention Program (EPP) agreement with the Liberty Hill Foundation to extend general outreach and education efforts under Stay Housed L.A. County through June 30, 2022 and to provide local outreach and education support to the state of California's Emergency Rental Assistance Program, which closed its open application period on March 30, 2022
- 3/25/2022—executed a 30-day no-cost extension to the Stay Housed L.A. County Program Evaluation agreement with the University of Southern California (USC) from March 31, 2022 to April 30, 2022 to provide the contractor with additional time to complete their analysis and the submission of the final program evaluation report
- 3/30/2022—executed a \$508,000 amendment to the Eviction Defense Program (EDP) agreement with the Legal Aid Foundation of Los Angeles (LAFLA) to extend legal assistance efforts under Stay Housed L.A. County through June 30, 2022
- 5/13/2022—executed a \$10.8 million American Rescue Plan (ARP) funded service delivery agreement² with LAFLA to continue implementation of Stay Housed L.A. County legal assistance and outreach and education services through June 30, 2023
- 5/13/2022—executed a \$6.2 million Permanent Local Housing Allocation (PLHA) and City of Long Beach funded service delivery agreement with LAFLA to support Stay Housed L.A. County service delivery efforts through June 30, 2023 in the unincorporated areas of the County and specific incorporated cities, including the City of Long Beach³
- 6/15/2022—executed an amendment to the EDP agreement with LAFLA to reduce its PLHA funding allocation by \$107,546 so that expected unspent funds could be reallocated to the recently executed PLHA/City of Long Beach Stay Housed L.A. County agreement at a future time
- 6/24/2022—executed an amendment to the EDP agreement with LAFLA to further reduce its PLHA funding allocation by \$273,493 so that additional unspent funds could be reallocated to the PLHA/City of Long Beach Stay Housed L.A. County agreement in the future

Lastly, DCBA plans to develop and execute a \$381,039 amendment to the ARP funded service delivery agreement executed on 5/13/2022 to reallocate unspent PLHA funds from the EDP agreement.

PERFORMANCE METRICS AND DATA REPORTING

The Stay Housed L.A. County program has achieved the following key program metrics⁴ since

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² This agreement was competitively procured through a request for proposal process as required by Federal guidelines for ARP funded programs

³ DCBA has an active memorandum of understanding with the City of Long Beach which funds the delivery of eviction defense services within the boundaries of the City of Long Beach

⁴ All metrics listed below reflect data collected through execution of the EDP and EPP service delivery agreements that expired on June 30, 2022. Metrics achieved through the new ARP and PLHA/City of Long Beach agreements

the launch of the program on September 15, 2020 (data current as of June 30, 2022 unless otherwise indicated below):

- Tallied approximately 27.96 million digital advertisement views from ads placed across all Stay Housed L.A. County digital media platforms, including 15.98 million impressions from digital ads (static and video) and 11.98 million from organic social media on Stay Housed L.A. County accounts on Facebook, Twitter, and Instagram
- Delivered 55+ media placements on television, radio, print, and online media outlets, including ethnic media
- Reached 587,686 tenants via remote phone and text banking
- Conducted 487 virtual “Know Your Rights” workshops, webinars, and clinics
- Provided limited legal services and assessments to 12,882 tenant households
- Provided full-scope legal representation to 2,035 tenant households
- Provided short-term rental assistance⁵ to 30 tenant households that received legal assistance through the program and underwent unlawful detainer proceedings, totaling \$168,103 in financial assistance disbursed (as of April 30, 2022)

Since the submission of the last bi-annual report on January 4, 2022, DCBA executed two new agreements for the implementation of Stay Housed L.A. County that required the collection of new metrics and the sharing of monthly data sets that contain anonymized program data that will be critical in reporting how the program is meeting local and Federal ARP guidelines. This shift in data collection methods has necessitated the hiring of new data collection managers and the creation of new data collection systems which will result in the establishment of more sophisticated and streamlined data dashboards and other reporting systems in the coming months. Attachment A to this report includes snapshots of current data dashboards that supplement the key metrics highlighted above. These dashboards will be revamped to reflect the new metrics and systems currently being developed by Stay Housed L.A. County contractors.

Lastly, USC submitted a final program evaluation report on April 29, 2022 that outlines findings and recommendations from their 12-month evaluation of the Stay Housed L.A. County program. DCBA staff is in the process of working with its service delivery partners to review the findings and recommendations from this report to determine what adjustments may be necessary to the current service delivery model to improve the effectiveness of the program. DCBA will include a supplement to the next bi-annual report that highlights the key takeaways from the USC program evaluation, any adjustments that have been made or are being planned to the program’s service delivery model, and plans for ongoing/future evaluations of the program.

ARP COMPLIANCE, FUNDING, AND SERVICE COORDINATION

DCBA continues to work closely with the Chief Executive Office (CEO) Anti-Racism, Diversity, and Inclusion (ARDI) Initiative to ensure the program design remains in compliance with local and federal grant guidelines. DCBA submitted a \$26 million ARP Tranche 2 request to the CEO for the continued implementation of the program through Fiscal Years 2023-24 and 2024-25.

are not being included as part of this bi-annual report due to delays in standing up new data collection systems but will be included as part of future progress reports.

⁵Rental assistance provided through the Stay Housed L.A. County program is reserved for income eligible households that need financial assistance to settle or resolve a pending unlawful detainer case.

Continued funding of the program at current levels will be essential to stem the growing demand for eviction defense services (see County Contracts Summary and Legal Services Summary Dashboard in Attachment A), which has recently caused a temporary halt to new intakes for certain types of legal cases.

Lastly, DCBA will continue to engage and work with the City of Los Angeles Housing Department—the administrator of the City’s eviction defense program—to develop a Memorandum of Understanding (MOU) that formalizes the broad partnership that funds and coordinates the delivery of eviction defense services under the shared Stay Housed L.A. platform.

NEXT STEPS

DCBA plans to take the following steps within the next six months to continue to drive the successful implementation of the program:

- DCBA will execute an amendment to its ARP funded service delivery agreement by September 30, 2022 to reallocate \$381,039 in unspent PLHA funds from the previous service delivery contract.
- DCBA will enter into an MOU with the City of Los Angeles during the last quarter of calendar year 2022 to formalize a partnership that funds and delivers services through the Stay Housed L.A. platform.

As directed by the Board in the September 10, 2019 motion, DCBA will continue to report on the progress of program implementation biannually for the first two years of full program implementation and annually every year thereafter.

Should you have any questions concerning this matter, please contact me or Dana Pratt, Deputy Director, at (213) 634-5923 or dpratt@dcba.lacounty.gov.

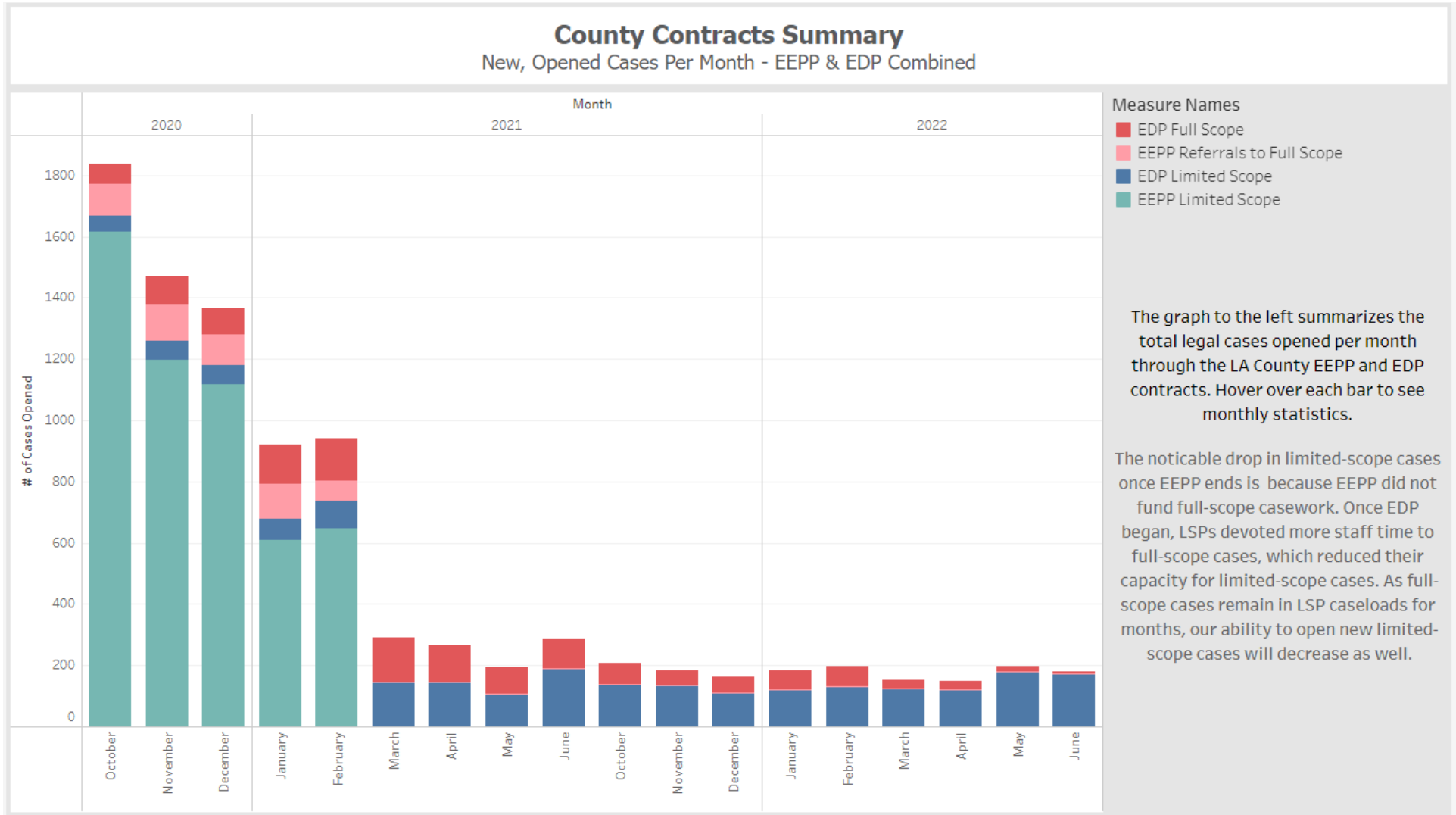
RC:JA
DP:MR:EV:ph

Enclosure

c: Executive Office, Board of Supervisors
 Chief Executive Office
 County Counsel
 Alternate Public Defender
 Health Services
 Los Angeles County Development Authority
 Mental Health
 Public Defender
 Public Health
 Public Social Services
 Superior Court of California County of Los Angeles

Attachment A

Stay Housed L.A. County Legal Services Summary Dashboard (September 15, 2020 – June 30, 2022)*



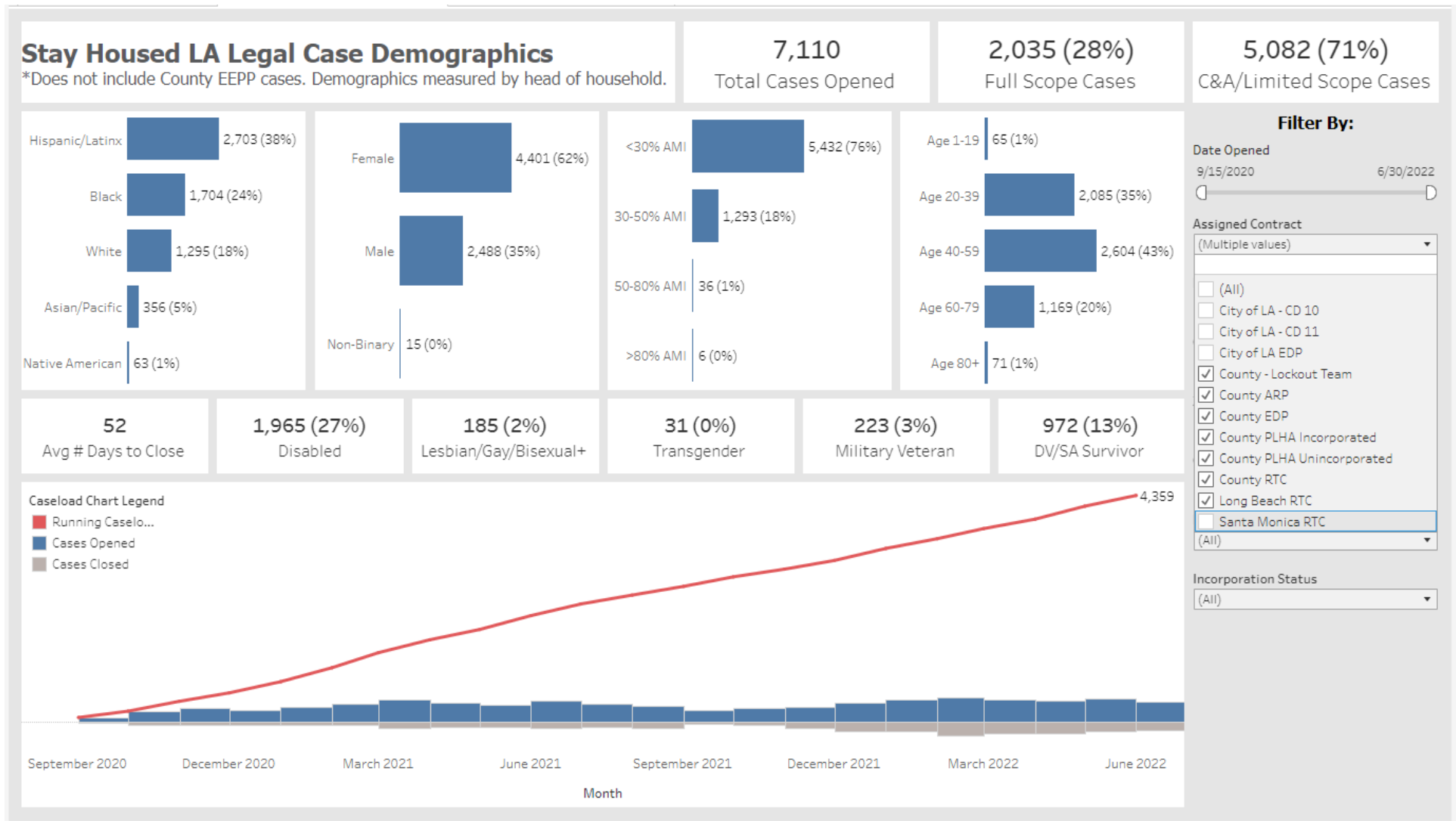
EEPP: Emergency Eviction Prevention Program Agreement

EDP: Eviction Defense Program Agreement

LSP: Legal Service Provider

*Does not include data from recently executed ARP or PLHA/City of Long Beach service delivery agreements, as of the filing of this report

Stay Housed L.A. County EDP Agreement Legal Services Summary Dashboard (September 15, 2020 – June 30, 2022)*



AMI: Area Median Income

DV: Domestic Violence

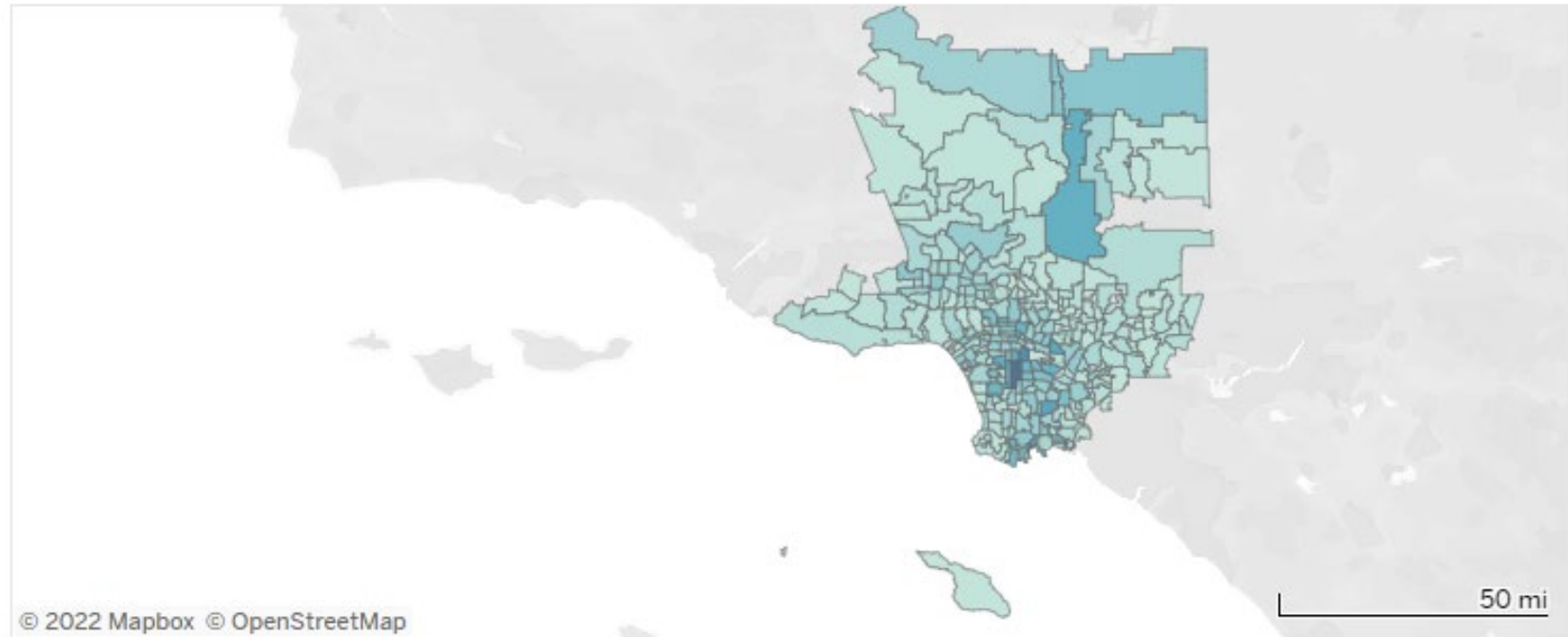
SA: Sexual Assault

The number of limited scope cases displayed on this dashboard does not include cases delivered through the EEPP agreement (7,800 cases total)

*Does not include data from recently executed ARP or PLHA/City of Long Beach service delivery agreements, as of the filing of this report

Stay Housed L.A. County Legal Services Delivered Density Map (September 15, 2020 – June 30, 2022)*

Zip Code Dashboard



Black outlined boundaries indicate zip code boundaries. Darker gradations indicate a higher volume of legal services delivered within zip code relative to other zip codes on this map.

*Does not include data from recently executed ARP or PLHA/City of Long Beach service delivery agreements, as of the filing of this report